

Landscape Enhancement Specialist

Primary Objectives:

Where others see a tired yard, an overgrown garden or dated landscape design, you see potential. You know and have experience in delivering landscape enhancements that improve the appeal of any home or building, modernize an outdoor environment, increase the value of a property, and delight customers.

The Landscape Enhancement Specialist creates high-quality landscape enhancement proposals and designs, presents estimates and concepts to clients, and oversees all labor and material costs to the defined budget. An integral part of the Landscape Technology Group team, this role manages, develops, and trains staff on horticultural, landscape, and irrigation installation best practices. Serving as a key contact for clients, this position provides enhancements that include tree and shrub planting, garden installations, fence installs, small hardscape installations, and other landscape and irrigation improvements.

Responsibilities:

Customer Service

- Deliver clear, frequent, and honest communication with clients to develop strong, positive, and loyal relationships based on mutual trust and the goal to exceed expectations.
- Develop and present accurate estimates and designs to clients promptly that set expectations about job quality, value, and a commitment to adhering to project time management proposals.
- Follow-up on all estimates and proposals to determine the status of client decision and to thank clients for the opportunity to be considered for the landscape enhancement project.

Project Management

- Develop, implement, and efficiently manage the schedule including daily coordination of landscape enhancement design and installation.
- Daily use of a computer to ensure accurate and timely recording of job and project details, invoicing of completed projects, and work in progress status and tracking. Efficiently document change orders and accurately track and monitor job costing to help meet company profitability goals.
- Evaluate job costs weekly and immediately report to management any deviations or expected deviations from time, budget, schedule, cost or other factors so that appropriate and timely adjustments can be made to maximize results.

Personnel Management

- Work with minimal supervision to lead a team of 6-10 staff in an efficient, professional, and productive manner, including time entry approvals.

- Train, coach, and lead the development of enhancement team staff on landscape installation and maintenance best practices and company standards.
- Partner with human resources for the successful onboarding, training, and mentoring of new crew members to improve retention and employee engagement.

Operational Expectations

- Meet profitability goals through proper planning of weekly and monthly operations including material and supplies ordering, inventory maintenance, and crew member management.
- Schedule and procure equipment and materials needed for the efficient and effective daily operation of each project based on budget and timeline commitment. For all contracted services, ensure services are timely and contractors are committed to company's quality of excellence.
- Strive to promote growth, efficiency, and professionalism of department and overall company by maintaining knowledge of industry trends, capturing additional market growth, maintaining positive relationships with industry partners and vendors, and demonstrating a professional appearance and image at all times while representing the organization.

Qualifications:

- Bachelor's degree in Business, Horticulture, Landscape Maintenance or related field and/or a minimum of two years' landscape construction/maintenance experience instead of a degree.
- Strong interpersonal skills, ability to communicate and manage well at all levels of the organization and with staff at remote locations.
- Proficiency in Microsoft Outlook, Word and Excel and design software. Knowledge and ability to become proficient at LMN Time & Estimating, Act (a customer relationship database), QuickBooks and AutoCAD drafting principles.
- Self-motivated individual who sets their own personal and professional goals.
- Must possess and maintain a valid Colorado driver's license with a clean driving record.
- CPR/First Aid Certified *a plus*.
- Must pass background check consisting of employment history, personal/professional references, criminal record and drug screening.
- Bilingual in English and Spanish, *highly desirable*.
- Certifications in landscape and garden maintenance and irrigation, *highly desirable*.
- Knowledge of Customer Relationship Database (ACT) and QuickBooks, *highly desirable*.
- Must be willing to do things outside of your job description. All team members help and support other departments when necessary.

Physical Demands and Work Environment:

- Ability to lift or move 50+ lbs. (2 persons lift over 50 lbs.)

- Frequent bending, twisting, reaching, crawling, stretching and standing, may at times be highly physical work.
- This job is an indoor/outdoor job which will require exposure to all weather conditions, dust, dirt, chemicals/solvents and odors.
- Personal Protection Equipment is provided and must be worn. Must wear company approved uniform.

To apply for this job, please send you résumé to info@landscapetechnologygroup.com